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## Salesforce Certified Education Cloud Consultant Sample Questions (Q154-Q159):

### NEW QUESTION # 154

The Alumni Relations department wants to track alumni and its chapter memberships. The department wants to easily see the Primary Chapter on the Contact record. The system admin prefers to use the standard features that are available with Education Data Architecture (EDA).

Which step should the consultant take to meet this requirement?

- A. Create a custom picklist value for Alumni Chapter on the Affiliation object.
- **B. Create an Affiliation mapping to the Primary Chapter field in EDA Settings.**
- C. Create an Affiliation record type for Alumni Chapter and a custom field for the Primary Chapter on the Contact record.

**Answer: B**

Explanation:

The Education Data Architecture (EDA) allows you to map fields from the Affiliation object to the Contact object, so that when an

Affiliation record is created or updated, the mapped fields are automatically populated on the Contact record. This way, you can track the primary chapter of an alumni on the Contact record without creating a custom field or record type<sup>23</sup>

#### NEW QUESTION # 155

The IT department at a university is evaluating open source solutions for student recruitment. Which consideration should the consultant discuss with the department?

- A. The code is maintained by Salesforce developers.
- B. The code is updated via Salesforce Releases.
- C. The code is directly accessible.

**Answer: C**

Explanation:

The consultant should discuss with the IT department that the code of open source solutions is directly accessible, which means that they can view, modify, and customize it according to their needs. However, this also means that they are responsible for maintaining and updating the code, as well as ensuring its security and compatibility. The code of open source solutions is not maintained by Salesforce developers or updated via Salesforce Releases. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/open-source-commons/open-source-basics>

<https://trailhead.salesforce.com/en/content/learn/modules/open-source-commons/open-source-projects>

#### NEW QUESTION # 156

A university provides corporate training options to local businesses. The university wants to offer a seamless experience to students and allow them to select and purchase available courses.

Which solution should the consultant recommend to meet the requirement?

- A. Salesforce File
- B. A third-party app
- C. Financial Service Cloud
- D. Salesforce CPQ

**Answer: B**

Explanation:

A third-party app is a solution that the consultant can recommend to meet the requirement of offering a seamless experience to students and allowing them to select and purchase available courses. A third-party app is an application that provides additional features and solutions for Salesforce. There are many third-party apps on the AppExchange that offer e-commerce and online learning capabilities, such as course catalog, shopping cart, payment processing, and course delivery. The consultant can help the university choose an app that meets their needs and budget. Salesforce CPQ, Financial Service Cloud, and Salesforce Files are not solutions that can offer a seamless experience to students and allow them to select and purchase available courses. Reference:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=e-commerce>

<https://appexchange.salesforce.com/appxStore?type=App&keyword=online%20learning>

#### NEW QUESTION # 157

A school is implementing Salesforce with the Education Data Architecture (EDA) to track parents and students in a community. When a contact record is created, a Community user is created leveraging Table-Driven Trigger Management (TDTM). During deployment to production, the consultant notices that only the contact record is created.

Which step should the consultant verify when troubleshooting the issue?

- A. Trigger handlers were loaded into production.
- B. The community was set to Active.
- C. Declarative automations were deployed successfully.

**Answer: A**

Explanation:

The consultant should verify that trigger handlers were loaded into production when troubleshooting the issue of only the contact record being created when a contact record is created and a Community user is supposed to be created leveraging Table-Driven

Trigger Management (TDTM) for the school that is implementing Salesforce with EDA to track parents and students in a community. Trigger handlers are classes that contain the logic for EDA triggers and can be controlled by Trigger Handler records. Trigger handlers need to be loaded into production before deploying declarative customizations or enabling features that depend on them. The consultant should verify that trigger handlers were loaded into production by checking if the EDA\_TDTM package was installed or if the Trigger Handler records were created. The community being set to Active or declarative automations being deployed successfully are not steps that the consultant should verify when troubleshooting the issue of only the contact record being created when a contact record is created and a Community user is supposed to be created leveraging TDTM for the school that is implementing Salesforce with EDA to track parents and students in a community. Reference:

<https://powerofus.force.com/s/article/EDA-TDTM>

<https://powerofus.force.com/s/article/EDA-Installation>

### NEW QUESTION # 158

A university has a centralized IT team and a committee that oversees data governance and change management. Recruiters want access to Corporate Relations data. Corporate Relations wants access to Executive Education information. The Alumni Relations office wants to work with every department.

Which Salesforce environment strategy should the consultant recommend?

- A. Separate Salesforce environments for each business unit
- B. One Salesforce environment for Recruitment and a separate Salesforce environment for the other business units
- C. One Salesforce environment for all business units
- D. One Salesforce environment for Alumni Relations and a separate Salesforce environment for the other business units

**Answer: C**

Explanation:

The consultant should recommend one Salesforce environment for all business units as a Salesforce environment strategy for the university. This means that the university will have a single Salesforce org that will support the needs and processes of all the business units, such as Recruitment, Corporate Relations, Executive Education, and Alumni Relations. This can help the university achieve data consistency, visibility, and collaboration across the business units, and leverage the centralized IT team and the data governance and change management committee. The consultant can also help the university implement security and sharing settings to control access and visibility of data for each business unit. Having separate Salesforce environments for each business unit, or for Recruitment or Alumni Relations only, are not Salesforce environment strategies that the consultant should recommend for the university. Reference:

[https://www.salesforce.org/wp-content/uploads/2019/03/Education\\_Cloud\\_COE\\_Guide.pdf](https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf)

<https://trailhead.salesforce.com/en/content/learn/modules/org-setup>

### NEW QUESTION # 159

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